

# HOTPOINT SERVICE

**SERVICE CALL:** If you have a problem with your appliance ring your local Service Office. **SPARES and ACCESSORIES:** To purchase spares and accessories send your Accessories Order Form to your Service Centre. If the accessory or spare part you want is not on the form then contact your Service Centre for prices and availability.

Please address all correspondence to Hotpoint Service Centre or Hotpoint Service Office as applicable.

- ☐ Service Office and Service Centre
- Service Office only

## SCOTLAND

- **ABERDEEN:** 68 Carden Place AB11 1UL Tel: Aberdeen 642283.
- **DUNDEE:** Bannerman House, South Tay Street, DD1 1NR Tel: Dundee 283383.
- **EDINBURGH:** 35 West Bowling Green Street, Leith, EH6 5NX Tel: 031 554 1431.
- **REHREW:** West Lodge Road, Blythswood Estate, PA4 9EN Tel: Office 01 906 5511.

## NORTHEAST

- **NEWCASTLE:** 24 Northumberland Road, NE1 8AJ. Tel: Newcastle 2321008
- **MIDDLESBROUGH:** 59 Albert Road, TS1 1NG Tel: Middlesbrough 248436
- **PULFORTH:** Custom House Building, Whitefriargate, HU1 2EU Tel: 0474 511111
- **MEXBOROUGH:** Murphy Richards, Swinton Works, S64 8AJ. Tel: Mexborough 542831
- **WETHERBY:** Sandbeck Lane, LS22 4TW Tel: Office Wetherby 61251/61444 Centre Wetherby 61221.

## EAST MIDLANDS

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- **LEICESTER:** 65 Belgrave Gate, LE1 3HR Tel: Leicester 29936
- **WELLINGBOROUGH:** 398 Cambridge Street, NN8 1DW Tel: Wellingborough 223689
- **NOTTINGHAM:** Ashling Street, NG2 3JB Tel: Office Nottingham 862431 Centre Nottingham 860387.

## EASTERN

- **NORWICH:** 92 Upper St, Giles Street, NR2 1LT Tel: Norwich 620581.
- **PETERBOROUGH:** Cedar Road, PE2 9JB Tel: Peterborough 64741.
- **LUTON:** 3 Crawley Road, LU1 1AA Tel: Luton 452211.
- **CHELMSFORD:** Industrial Buildings, Beehive Lane, CM2 9TE Tel: Chelmsford 259331.

## LONDON and SOUTHEAST

- **SUTTON:** 251 Nicholas Road, SM1 1EH Tel: 01-643 0921
- **HAILESHAM:** 1 Kingswood, North Street, BN27 1DQ Tel: Hailesham 842733
- **WEMBLEY:** 68 East Lane, HA9 7PD Tel: Service Office for S. Herts and Middlesex 01-908 1933 Service Office for London area 01-904 1250 Service Centre 01-904 0201
- **LARKFIELD:** Larkfield Trading Estate, New Hythe Lane, ME20 6SW Tel: Office Maidstone 76571 Centre Maidstone 76631.



## IRELAND

- **Northern Ireland:** 256 Ormeau Road, Belfast, BT7 2TZ Tel: Belfast 647111.
- **REHREW:** 35 36 Arran Quay, Dublin 7 Tel: Dublin 725522.

## NORTH WEST

- **KENDAL:** 28 Highgate, LA9 4SX Tel: Kendal 24454
- **PRESTON:** 24 25 Cannon Street, PR1 3NR Tel: Preston 24311
- **ST. HELENS:** 40 Cowley Hill Lane, WA10 2AD Tel: St. Helens 35152.
- **ELLESMERE PORT:** 1 Church Parade, L65 2ER Tel: 051 356 2141.
- **STOCKPORT:** 44 46 Station Road, Heaton Mersey, S14 3DT Tel: Office 061 442 8675 Centre 061 432 0255.

## WALES

- **LLANDUDNO JUNCTION:** Conwy Road, LL31 9RZ Tel: Gwynedd 82626.
- **BRIDGEND:** 18 Western Avenue, Bridgend Industrial Estate, CF31 3SL Tel: Office Bridgend 64121 Centre Bridgend 64121.

## WEST MIDLANDS

- **STOKE-ON-TRENT:** West Avenue, Nelson Est., Kingsgrove ST7 1TN Tel: Kingsgrove 74511.
- **ALDRIDGE:** Westgate, WS9 8UX Tel: Office Aldridge 743374 Centre Aldridge 743377

## SOUTH MIDLANDS

- **DIDCOT:** 2248 Broadway, OX11 8RS Tel: Didcot 817711

## SOUTH WEST

- **BRISTOL:** 35 Brington Hill, Brislington, BS4 5BG Tel: Bristol 714471.
- **PLYMOUTH:** 69 Mulley Plain, PL4 6JH Tel: Plymouth 262831.
- **TOTTEN:** South Hampshire Industrial Park, Salisbury Road, SO4 3SA Tel: Office Totton 861981 Centre Totton 861933.

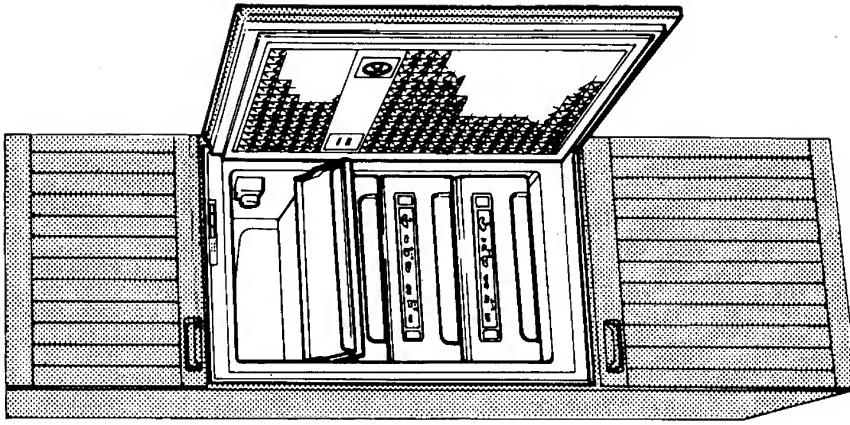
In accordance with its policy of progressive product design, the company reserves the right to alter specifications.

Hotpoint Ltd., Peterborough, England, PE2 9JB

1709 986 647 (6703) Hotpoint Limited is a subsidiary of The General Electric Company, p.l.c.

**FULL INSTRUCTIONS FOR OPERATING YOUR  
BUILT-IN INTEGRATED FREEZER**

*Model 6970*



# Hotpoint®

# Your new Freezer

Using your new Freezer is very easy. Nevertheless, to get the best results it is important that you read right through this handbook before installing and using your Freezer for the first time. Also do not load your Freezer immediately it is switched on, but wait until the correct storage temperature has been reached. (See page 5).

## Electrical Requirements

All Hotpoint appliances come complete with a fitted plug. The plug on your Freezer has a 13A fuse. If the plug does not fit your sockets, a new plug can be fitted. Cut off the old plug and throw it away, do not insert it into a socket elsewhere in the house as this could cause a shock hazard.

Any permanent electrical installation should be carried out in compliance with the appropriate I.E.E. and local electricity board regulations by a qualified electrician e.g. your local electricity board or a contractor who is on the roll of the National Inspection Council for Electrical Installation Contracting (NICEIC).

### Incorrect installation could affect the safety of the appliance.


If the freezer is permanently wired in, this must be via a suitable double pole isolating switch placed in a readily accessible position adjacent to the unit.

### WARNING - THIS APPLIANCE MUST BE EARTHED.

#### IMPORTANT - Fitting a Different Plug:

The wires in this mains lead are coloured in accordance with the following code:  
Green and Yellow — Earth; Blue — Neutral; Brown — Live

If you fit your own plug, the colours of these wires may not correspond with the identifying marks on the plug terminals. This is what you have to do:

1. Connect the green and yellow (Earth) wire to the terminal in the plug marked 'E' or with the symbol , or coloured green or yellow.
  2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
  3. Connect the brown (Live) wire to the terminal marked 'L' or coloured red.
- With alternative plugs a 5A fuse must be fitted either in the plug or adaptor or in the main fuse box. In the event of replacing a fuse in the plug supplied, a 13A ASTA approved fuse to BS1362 must be fitted.

If the plug is the moulded on type the fuse cover must be refitted when changing the fuse. In the event of losing the fuse cover, the plug must **not** be used until a replacement fuse cover has been obtained and fitted. A new fuse cover can be obtained from your nearest Hotpoint Service Office or local Electricity Board. The colour of the correct replacement fuse cover is that of the coloured marks or insert in the base of the plug.



When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (6970)
5. When it was purchased.

Please put the date here .....

6. If you have subscribed to the Hotpoint Iced Diamond Plan (see below).

Make sure you have all these details before you call.

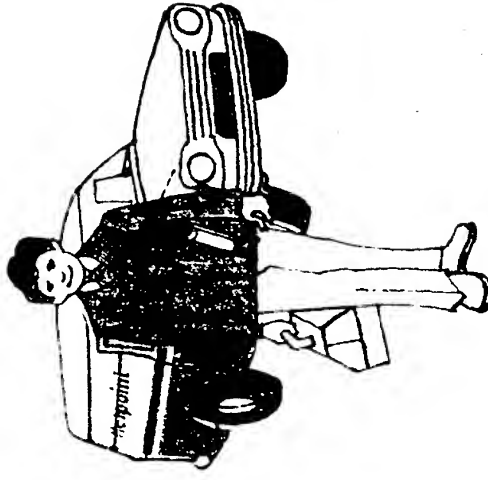
## Five Year Guarantee

From the moment your Freezer is delivered, Hotpoint guarantees it for FIVE YEARS.

During the five years all parts are completely free of charge, provided they are fitted by Hotpoint's own Service Engineer. Labour costs are chargeable after the first year.

Your FIVE YEAR guarantee also covers loss of food up to £250 in the first year.

This guarantee does not include accidents, negligence or power cuts. The Freezer must be used in the United Kingdom and must not be tampered with or taken apart by anyone who is not an authorised Hotpoint representative. Hotpoint's guarantee in no way limits your legal rights.



## Iced Diamond Plan

At the end of the first year Hotpoint offer a Service Plan which for an annual payment provides free of charge repairs and extends the loss of food cover up to £250 throughout the membership period.

If you wish to enjoy the benefits of this scheme please fill in the registration card and send it, together with your cheque/postal order to the nearest Hotpoint Service Office, addresses shown on the back page.

### Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Every year remove the plinth grille and vacuum clean the underside of the housing unit and the grille to keep the air flow passage clear of dust. This will mean the freezer operates at it's peak efficiency.

## Going Away

If you expect to be away for any length of time and don't want to use your Freezer, switch off at the power point and pull out the plug. Remove all food follow the defrosting instructions (see page 9). After defrosting dry out the interior. Always leave the door ajar to prevent the accumulation of odours.

## If your Freezer won't work

... don't panic.

Just run through these quick checks before calling your local Hotpoint Service Office.

1. If you are using a plug and socket, check that the plug is firmly in the wall socket and that the power supply is on.
2. Check the power supply to the socket by plugging in another appliance.
3. If the other appliance works, check the fuse in the Freezer's plug.
4. If you have changed the plug, check the wiring (see page 2).
5. If the Freezer is not sufficiently cold check that there is adequate ventilation (see Installation Book) and that the ventilation grilles have not become blocked.
6. If the red warning light is on and the audible warning is heard check that the door has not been left open.
7. You may find the Freezer difficult to open just after you have used it. This is due to a pressure difference which will soon equalise. Wait a few minutes then open the door.  
If, after following all these instructions, you are still having problems, contact your nearest Hotpoint Service Office (or local importer if outside the United Kingdom). The telephone number is shown on the back page.

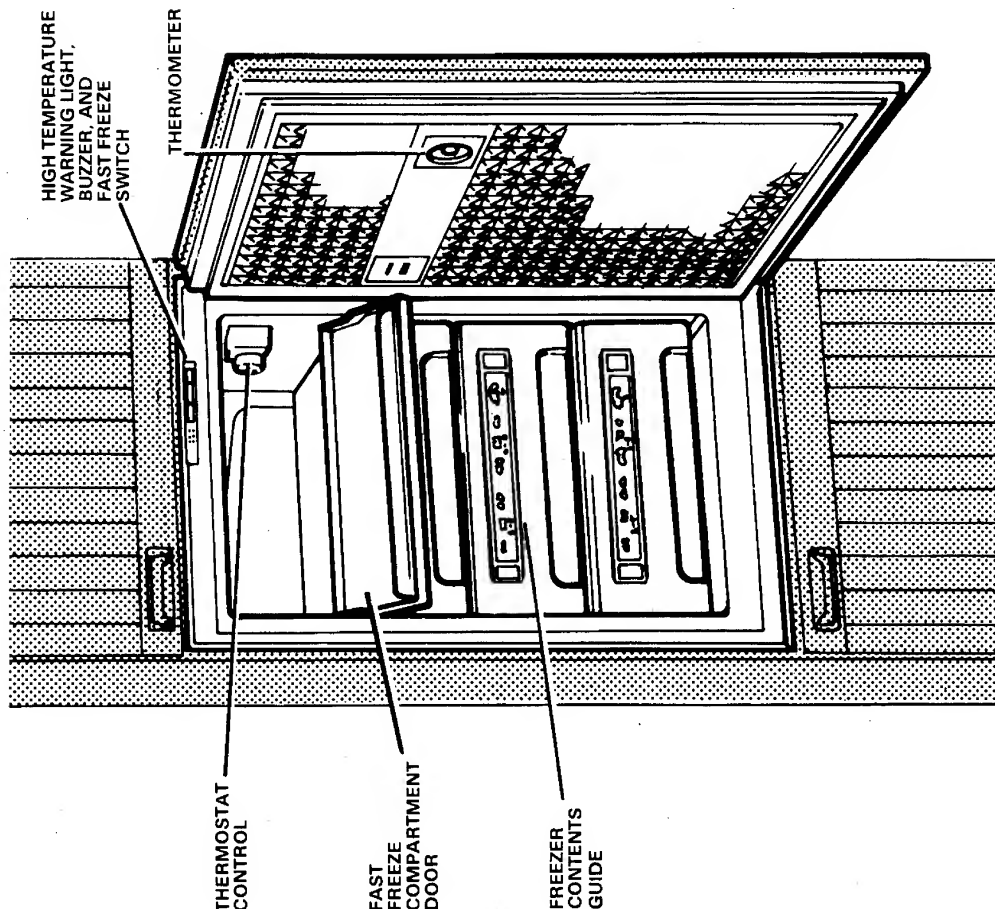
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# Installation

Before being used the Freezer must be properly installed following the instructions in the separate installation handbook.

## Get to know your Freezer



# Caring For Your Freezer

## Defrosting

### Why and When:

Excessive frost build-up reduces the efficiency of your Freezer.

Never use sharp metal tools to chip the frost away — they will damage your Freezer.

When the ice becomes about 6mm (1/4") thick on the refrigerated surfaces completely defrost the Freezer. You should find you only need to do this about once or twice a year, depending on usage. Try to defrost when there is little or no food in the Freezer.

Defrosting must be carried out as quickly as possible so as not to affect storage times. Just follow these steps:

1. **Switch off the electricity supply.**
2. Remove any frozen food. Wrap it in several layers of newspaper or a blanket and, using the storage baskets, put it in a cool place.
3. Place bowls of hot water in the Fast Freeze compartment and lower baskets to accelerate defrosting.
4. Sponge out the defrost water which collects in the bottom of the Freezer.
5. After defrosting remove the bowls and dry the interior thoroughly.
6. Switch on the electricity supply. Press the Fast Freeze switch in. Unwrap the frozen food and replace. Close the door.
7. After about three hours when the thermometer on the inside of the door shows  $-18^{\circ}\text{C}$  again release the Fast Freeze switch. The amber light will go out.
8. Job done !

## Cleaning your Freezer

It is a good idea to clean the inside of your Freezer after defrosting. Always **switch off the electricity supply first**. Wipe out the inside of the Freezer using a clean cloth wrung out in either a solution of one teaspoonful of bicarbonate of soda to one pint of water or Milton diluted according to the manufacturer's instructions. The complete interior including the door, and removable parts, should be washed. Never use any household cleaner or detergent, abrasive powders or wax polish. These not only damage the surfaces, but also leave a smell in the Freezer. Before you refill the Freezer ensure it is thoroughly dry.

Clean the outside of your Freezer **but not the door seal**, with a damp cloth, using a small amount of detergent, followed by a wipe down with a clean cloth. Do not use an abrasive powder. **The rubber door seal must be cleaned with soap and water only as detergent will damage it.**

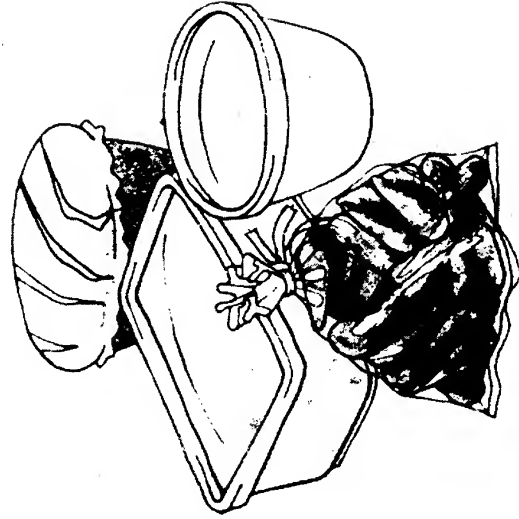
## Do's and Don'ts

### DO

- Always choose high quality fresh food and be sure it is thoroughly clean before you freeze it.
- Prepare fresh food for freezing in small portions to ensure rapid freezing.
- Remember lean foods last longer than fat foods and salt will reduce storage life.
- Wrap all foods in aluminium foil or polythene bags and make sure any air is excluded. Keep the door shut when freezing fresh foods.
- Separate food in different baskets for easy identification.
- Wrap frozen food when you buy it and put it into the Freezer as soon as possible.
- Store commercially frozen food in accordance with the instructions given on the packets that you buy.
- Defrost the Freezer before the ice becomes thick (see page 9).

### DON'T

- Exceed the maximum freezing loads when freezing fresh food (see page 7).
- Put hot food into the Freezer. Let it cool down first.
- Leave the door open for long periods as this will cause excessive ice formation and make the freezer more costly to run.
- Put liquid filled bottles or sealed cans containing carbonated liquids (fizzy drinks etc) into the freezer as they may burst.
- Try to keep frozen food which has thawed; it should be eaten within 24 hours or cooked and refrozen.
- Give children lollipops and water ices direct from the freezer. The low temperature may cause 'freezer burns' on their lips.



## Before you put in any Food

Before using your Freezer for the first time, clean the interior — see page 9 “Cleaning”. Make sure your Freezer is thoroughly dry before you start to put anything into it.

## The Controls

### Starting

Switch on the electricity supply, open your Freezer door and turn the control dial inside the fast freeze compartment from the ‘O’ (off) position. The green (mains) and red (temperature warning) lights will come on together and your Freezer will start working. You will hear a noise as the compressor starts up and you will also hear an audible warning signal. If you are going to store already frozen food check that the Fast Freeze switch (S) is not pressed in. The red light will go out and the audible warning will cease when the Freezer has reached the correct temperature. Then you can put in your already frozen food.

If you are going to freeze fresh

food you must press the Fast Freeze switch in. The amber light will come on and you must wait at least 3 hours before putting in your fresh food to be frozen. Do not put more than 14kg, (31lb) of fresh food to be frozen into your Freezer (see page 7).

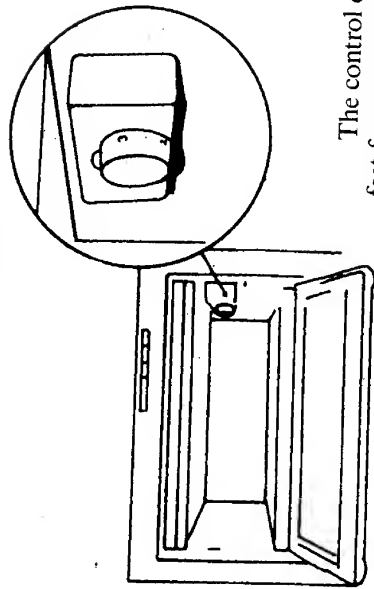


## Running-In the Compressor

Your Freezer is operated by a compressor which switches on and off to maintain the Freezer's temperature.

The compressor is a precision piece of machinery like a car engine, and requires a certain running-in period of up to 2 months. During this time the compressor will work a little harder and this may result in more noise than usual.

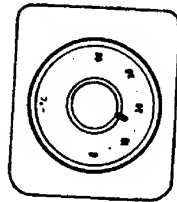
In the summer months, or in conditions giving high temperatures around the Freezer, the compressor has to work harder and run for longer periods. This is quite normal. Conversely, during cold weather the compressor will run for much shorter periods.



The control dial inside the fast freeze compartment controls the temperature inside the Freezer and is marked 'O' (off), . . . 5.

The higher the number the lower the temperature will be. A setting of 1-3 is recommended when the Freezer is only partly filled. When the Freezer is full then a minimum setting of 3 is recommended.

The built-in thermometer inside the door gives an indication of the temperature inside the Freezer and should under normal storage conditions show a reading of about -18°C. If the temperature is lower than this try turning the dial to a lower number. If the temperature is higher try turning the dial to a higher number. When you are freezing a quantity of fresh food the thermometer may show a higher reading - if this happens there is no need to adjust the control dial. The temperature should return to -18°C when the fresh food is frozen.



## Green Mains Light

Comes on and stays on as long as the electricity supply is not interrupted.

## Red Temperature Warning Light and Audible Warning Signal

The warning light will come on and the warning signal will sound when the temperature inside the freezer rises above the correct storage temperature. If they come on for a short period when you open the door to load or unload food, storing times will not be affected. However, if the red light stays on and the warning sound continues this indicates that something is wrong. First check that the door has not been accidentally left open. If this is not the case, call your nearest Hotpoint Service Office (see back page).

## Fast Freeze Switch and Amber Fast Freeze Light

Press the button marked 'S' when freezing fresh food and the amber light will come on (see Freezing Fresh Foods page 7). The audible warning signal will not operate when the Fast Freeze switch is pushed in.

# Storing Food

## Storing food in your Freezer

You can store commercially frozen foods in your **\*...\*** Freezer and both freeze and store fresh food.

Your Freezer will store up to 34.5kg (76lb) of frozen food. These figures are based on an average density of 0.32kg of mixed food per litre of net storage volume (20lb per cubic foot). In the case of meat it will take appreciably more.

Always follow the recommended storage times given on packets of commercially frozen food. For storing home frozen fresh food refer to the pictorial guide on the basket fronts inside the Freezer or to the separate booklet on freezing fresh foods.

If there is a power failure **do not open the door**. Frozen food should not be affected if the failure is less than 26 hours. If the failure is longer then the food should be checked and either eaten immediately or cooked and then refrozen.

You can use the flat tray, at the top of the fast freeze compartment either for storing flat items, or for ice cube trays or for individually freezing fresh food such as strawberries or raspberries. (Care should be taken however, not to impede the circulation of air).

## Freezing Fresh Foods

You can freeze up to 14kg (31lb) of fresh or cooked food in your Freezer in 24 hours. Slightly larger quantities can be frozen if the Fast Freeze Switch is pressed in 24 hours beforehand. To carry out freezing just follow these simple instructions:

1. Transfer any frozen food from the Fast Freeze Compartment to the storage baskets beneath.
2. Press the Fast Freeze Switch (S) in. The amber Fast Freeze light will come on. If the Freezer has not been in use it will be necessary to press the Fast Freeze Switch at least 3 hours before putting in the fresh food.
3. Put the fresh food into the Fast Freeze compartment with as much food as possible in contact with the compartment floor.
4. Leave the Fast Freeze Switch on for 24 hours if the maximum quantity (14kg) is being frozen or proportionally less time for smaller quantities.
5. Release the Fast Freeze Switch when freezing is complete and the thermometer on the door shows a temperature of about -18°C.
6. It may be necessary to adjust the control dial in the fast freeze compartment to a new setting (see Controlling the temperature page 6).

## Identifying the food

On the front of each basket and compartment there are symbols indicating different types of food. Use the markers underneath these symbols to indicate what food you have stored. The numbers above the symbols are a guide to the maximum number of months that a particular type of food can be stored.



## **Key Contacts**

### **After Sales Service**

Over 1100 trained specialists, directly employed by us, ensure that you have complete confidence in both the appliances and services we offer.

#### **Repair Service**

UK: 08709 066 066

(Open 8 to 8 Mon - Fri, 8 to 6 Sat & 10 to 4 Sun)

[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)

Republic of Ireland: 1850 302 200

Note: Our Service Operators will require the following information:

Model Number

Serial Number

#### **Extended Warranties**

UK: 08709 088 088

(Open 8 to 6 Mon - Fri)

[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)

Republic of Ireland: 1850 502 200

#### **Genuine Parts and Accessories**

UK: 08709 077 077

(Open 8-30 to 5-30 Mon - Fri, 8-30 to 12 Sat)

[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)

Republic of Ireland: (01) 842 6836

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